

Ten Things to Know About Natural Gas Bills

The Ontario Energy Board (OEB) sets rates for residential and business customers of Enbridge Gas (including Union Gas Rate Zones) and EPCOR Natural Gas Limited Partnership. [Learn more about the natural gas system.](#)

1. Natural gas prices are reviewed and set four times a year (each quarter) through what is commonly known as the Quarterly Rate Adjustment Mechanism (QRAM). The price distributors pay for natural gas is based on current market cost, which can be influenced by a variety of factors, including supply and demand, and weather.
2. Natural gas prices differ depending on the rate zone because the market cost of the natural gas that supplies rate zones differs. Customers can find the name of the natural gas utility that services their area [here](#).
3. OEB-regulated natural gas distributors **are not** allowed to earn a profit on the sale of natural gas itself.
4. Natural gas customers are also charged for delivery, which covers the cost to transport, store and distribute natural gas. These charges vary depending on the amount of natural gas a customer uses.
 - **Transportation:** The cost to transport natural gas from Western Canada and the United States to Ontario. The National Energy Board approves the transportation tolls and charge.
 - **Delivery:** The cost to deliver natural gas to customers in Ontario through the utility's distribution system. This charge includes all operating and capital costs, and a regulated rate of return. The OEB sets this charge.
 - **Storage:** The cost to store natural gas.
5. The OEB approves each utility's delivery charges. The delivery charges are adjusted once a year using a five-year incentive regulation framework that is approved by the OEB. These annual adjustments are done using a pre-set formula that is based on inflation. There are several other items on a customer's bill, in addition to the gas supply charge, that cover the cost of the natural gas used. [Learn more.](#)
6. Customers can use the OEB's [Bill calculator](#) to compare the current bill from their local utility with what to expect if they sign an energy contract with an energy retailer.
7. Support programs are available for qualified customers who need assistance with paying their bills, including the [Low-income Energy Assistance Program](#) (LEAP).

8. Natural gas utilities follow [customer service rules](#). There are also rules designed specifically to protect low-income customers. [Find out more](#).
9. Conservation programs are available to help customers reduce their energy use and monthly costs. [Find out more](#).
10. Customers who have questions or complaints about their bill should contact their utility first. If, after contacting their local utility, they are **still** not satisfied, they can reach out to the OEB for help. [Find out more](#).